



Court Services Representative, Senior Job Code: 0204

Originated: 10/06

Revised: 10/06

HR Ordinance Status: Classified

Salary Grade: 1250

EEO Code: 25

FLSA: Non-Exempt

Supervisory: Lead

CLASS SUMMARY

Coordinates daily staffing and provides a wide variety of specialized duties in providing customer service and court related information directly to the public; provides a direct contact point for staff for corrections, procedural issues and task coverage.

DISTINGUISHING CHARACTERISTICS

The Senior Court Services Representative is distinguished from the Court Services Representative by the by the former's higher skill level, an advanced understanding of sensitive and confidential issues and the working with complicated team and lead management topics. This is not a supervisory job classification.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Oversees and assigns daily scheduling for coverage of team tasks.
- Performs a wide variety of specialized duties within a team, in a lead role and works with complicated or sensitive processes and procedures.
- Provides expertise gained from work in one or more teams, or projects, within the City Court.
- Performs Court Service Representative duties and provides coverage for an absent Court Service Representative.
- Trains current or new Court Service Representative's on tasks assigned to the team.
- Provides input to the supervisor on performance aspects of team members.
- Conducts team meetings and provides group training on team tasks.
- Provides input and/or recommendations on processes, procedures and tasks.
- Produces statistical reports.
- Produces and reconciles quality assurance reports.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Court policies procedures and regulations.

Microsoft Windows Office products.

Ability to:

Understand court procedures and processes to ensure accurate information is provided to the public.

Interpret City policies, procedures and regulations.

Interact with people who are confused, angry and/or openly hostile to ensure clarification of court procedures and related legal requirements.

Maintain order and decorum in the courtroom.

Make mathematical calculations and draw logical conclusions.

Provide thoughtful and thorough analysis.

Listen, communicate and work effectively with a diverse group of people.

Handle multiple projects simultaneously and use good judgment in prioritizing work assignments.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Attend or conduct various meetings as needed.

Establish and maintain effective working relationships with defense attorneys, City Prosecutors, City Magistrates, management and coworkers.

Education and Experience:

A high school diploma or GED equivalent and two years experience involving direct public contact, customer service, data entry, clerical and cash handling; one year of experience in a court environment; experience on more than one team or demonstration of multiple major court service functions.

Licensing and Other Requirements:

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general direction of the Court Supervisor in the City Court and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a normal City office and customer service desk environment.

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- Lift and carry materials weighing up to 20 pounds.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.
- Travel to/from meetings and various City locations.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.